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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of

Shinichi UKON

Confirmation No. 3288

Serial No. 09/690,727

Group 2642

Filed October 18, 2000

Examiner Bing Q. Bui

AUTOMATIC CALL DISTRIBUTION SYSTEM AND METHOD

PETITION UNDER 37 CFR 1.97(d) (2) (i)

RECEIVED

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

SEP 12 2003

Technology Center 2600

Sir:

Applicants hereby request consideration of the Information Disclosure Statement filed under even date herewith.

Please charge the requisite 37 C.F.R. 1.17(p) fee of \$180.00 to Deposit Account No. 25-0120.

Respectfully submitted,

YOUNG & THOMPSON

By

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September 9, 2003



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June 2, 2003

SMART & BIGGAR
P.O. Box 2999
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Application No. : 2,323,656
Owner : NEC CORPORATION
Title : AUTOMATIC CALL DISTRIBUTION SYSTEM AND METHOD
Classification : H04M-3/54
Your File No. : 76733-18
Examiner : S.Chhim

IN ACCORDANCE WITH SUBSECTION 30(2) OF THE PATENT RULES, YOU ARE HEREBY NOTIFIED OF A REQUISITION BY THE EXAMINER. IN ORDER TO AVOID ABANDONMENT UNDER PARAGRAPH 73(1)(A) OF THE PATENT ACT, A WRITTEN REPLY MUST BE RECEIVED WITHIN 6 MONTHS AFTER THE ABOVE DATE.

This application has been examined taking into account applicant's correspondence dated February 27, 2003 and March 18, 2003.

The number of claims in this application is 12.

The examiner has identified the following defects in the application:

A search of the prior art has revealed the following:

Reference Applied:

United States Patent
5,703,943

December 30, 1997 379/265

Otto

Otto discloses that in an ACD (Automatic call distributor), a method of serving a second call for completing a transaction started by a caller in a first call, using an agent who had served said first call, comprising the steps of in said first call, providing said caller with a transaction number associated with said transaction; storing said transaction number and an identification of said agent for said transaction; subsequently, receiving said second call in said ACD; receiving said transaction number from said caller; identifying said agent from said transaction number; and completing said second call to said agent for completing said transaction.

Canada

NO. 7319 P. 2

HARADA PATENT FAX 03 (3560) 7056

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2003# 9月 18日 15時 22分

2,323,656

- 2 -

Claims 1 and 10 do not comply with Section 28.3 of the Patent Act. The subject matter of these claims would have been obvious on the claim date to a person skilled in the art or science to which they pertain having regard to Otto.

Claims 1 and 10 are indefinite and do not comply with Subsection 27(4) of the Patent Act. In these claims as independent claims, the abbreviation of the term "ACD" should be explicitly defined at its first occurrence. The word "ACD" should read -automatic call distribution-.

In view of the foregoing defects, the applicant is requisitioned to amend the application in order to comply with the Patent Act and the Patent Rules or to provide arguments as to why the application does comply.

Under Section 29 of the Patent Rules, applicant is requisitioned to provide an identification of any additional prior art cited in respect of the corresponding United States and European Patent Office applications and the patent numbers, if granted. Amendment to avoid references cited abroad may make further action unnecessary.

S.Chhim
Patent Examiner
(819) 997-2238